

AT&T convinced us to sign up for a Call Vantage Program, in which they told us that we could cancel this new program within 30 days without any consequences. We called them to stop the program upon receiving it, even before installation. First, they refused to cancel the program, but then they decided to cancel it for us - however, they then disconnected our home phone line. I tried to explain how crucial it was for us to have a LAN line (my husband works from home), but they said they couldn't do anything. I even tried to switch my phone company to Southwestern Bell, but Southwestern Bell said that AT&T has disconnected our number, meaning we cannot switch phone companies without changing phone numbers.